



# Clarity

## Training Manual

Version 8

08/06/2015



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## Welcome to Manna Freight Systems, Inc. Vendor Portal Training

### Purpose:

To ensure that all vendors have proper training on our Clarity® application with an easy-to-use reference manual.

### Introduction:

Clarity Supply Chain Visibility Tools® is your company's portal into our operating system LIFT® and your best opportunity to use efficiencies that will help you manage our customers' freight while driving your own costs down. Deployed effectively by your employees, Clarity will become an archive for the transactions you handle, a repository for chain of custody information, and an invoicing tool to help your cash flow. We provide Clarity training to your designated employees, ongoing help and support, and we ask that as a Manna service provider you make it a daily part of your work flow. Thank you for joining the Manna family and we look forward to a long and mutually beneficial relationship.

### What You Will Learn


Participants will be able to:

- Login to Clarity using confidential credentials.
- Navigate Clarity's various screens
- Understand the meaning of the information found in Clarity
- Be able to easily view freight pick-ups and transfers, update shipment statuses, and track orders
- See a vendor dashboard reflecting your company's performance
- Image Proofs of Delivery (PODs) and Proofs of Pickup (POPs)
- Close out orders
- Invoice immediately

## Getting Started with Clarity

### Logging in:

1. Navigate to [www.mfsclarity.com/clarity2/](http://www.mfsclarity.com/clarity2/)
2. Enter your username (typically your email address) and password
3. If you do not have login credentials, see your Manna representative.
4. Click **Login**



Username

Password

**Login**

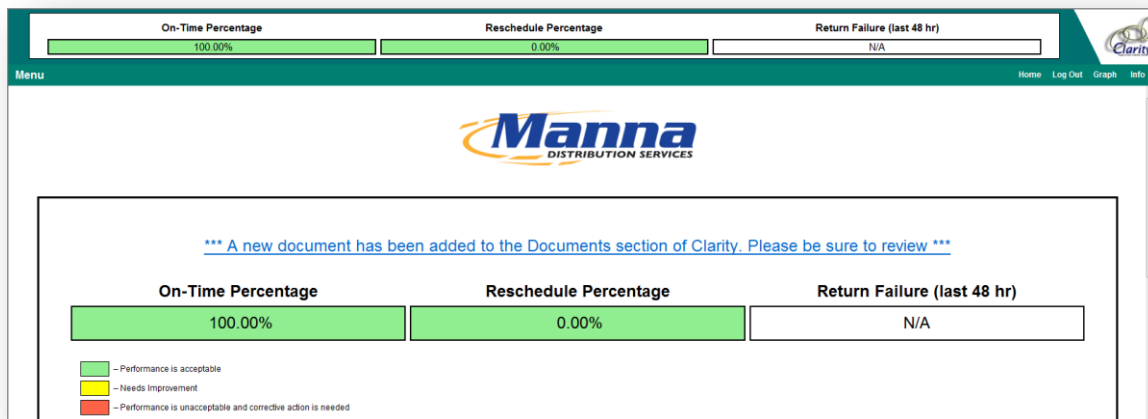
[Click here if you forgot your password.](#)

W3C XHTML 1.0 ✓ W3C CSS ✓

**NOTE:** Please keep your login credentials strictly confidential and contact us if you feel they have been in any way compromised.

You will see the screen below.

This is your vendor dashboard. It provides a quick view of your company's performance for the last 60 days. Click any colored block (below) to get a detailed list of shipments with the BOL numbers, schedule dates, POD dates, Minutes late, rescheduled, and on time rate. Use this tool to monitor your performance to ensure compliance with our Service Level Agreements.



This page will then appear.

**Report:**

**Searched by:**

ClarityUsername = [REDACTED]  
ResultType = DL

[Back To Reports List](#)

[Back To Run](#)

Export to: [Tab-delimited format](#) [CSV format](#)

	BOL #	Agent ID	Schedule Date	POD Date	Minutes Late	Rescheduled	On Time
1	[REDACTED]		10/8/2013 4:00:00 PM	10/8/2013 1:00:00 PM	0	N	Y
2	[REDACTED]		9/17/2013 4:00:00 PM	9/17/2013 9:00:00 AM	0	N	Y
3	[REDACTED]		8/9/2013 5:00:00 PM	8/9/2013 5:50:00 PM	0	N	Y
4	H [REDACTED]		9/26/2013 3:00:00 PM	9/26/2013 9:00:00 AM	0	N	Y
5	H [REDACTED]		10/1/2013 4:00:00 PM	10/1/2013 11:15:00 AM	0	N	Y
6	[REDACTED]		10/18/2013 4:00:00 PM	10/18/2013 2:50:00 PM	0	N	Y
7	C [REDACTED]		10/1/2013 4:00:00 PM	10/1/2013 11:55:00 AM	0	N	Y

1. Click on any column header to sort the information
2. Export the information by clicking on the blue links

*Let's start navigating Clarity.*

**NOTE:** To view any page, click on a link below the **Shipments** header (below).

The image shows a vertical menu interface with a dark green header. The menu items are organized into several sections. A red rectangular box highlights the 'Shipments' section, which contains several links. Other sections include 'Features', 'Store To Door', 'Certifications', and 'Imaging For'.

**Menu**  
Unpin Menu Bar      Close

Maintenance  
Applications  
Agents

**Features:**  
[Changes](#)  
[Help](#)  
[Documents](#)

**Store To Door:**  
[Dispatch for Pickup](#)  
[Pickups](#)  
[Scheduled Shipments](#)  
[Delivery Closures](#)

**Shipments:**  
[Pickups](#)  
[Available For Carrier](#)  
[Transfer](#)  
[Inbound](#)  
[Deluxing](#)  
[Un-Scheduled Shipments](#)  
[Scheduled Shipments](#)  
[Delivery Closures](#)  
[On Hold \(2\)](#)  
[Mass Status Entry](#)

**Certifications**  
[Open Certificates](#)

**Imaging For:**  
Select an Agent

[Missing POD Images](#)  
[Missing POP/DTC Images](#)  
[Review POPL Images](#)

## Pickups

These are shipments that you must pick up from the shipper. The following steps will help you know how to identify when a shipment is ready to be picked up, to print the paperwork required, and to update the status. On the top left of your screen click **Menu**.

1. Click **Pin Menu Bar**
  - a. This keeps the menu visible as you navigate
2. Click **Applications**
3. Click **Agents**
4. Click **Pickups** (right)
5. Review the shipper's name and the expected pickup date and times columns (below)
6. To print pickup receipts, select the check box next to the order and select **Print Selected PRs** (Fig 1 below)

**NOTE:** The driver must have a pickup receipt in his possession to pick up freight. It provides a contact name, phone number, quantity and weight. The shipper must sign off, showing a change of custody.

**Fax the pickup receipt to Manna within 48 hours of the pickup.**

**Fig. 1**

Select	Flags	Status Entry	Pieces	Weight	BOL	Ship Name	Services	Expected Pickup	Window Start	Window End	MAWB ETD
1	<input type="checkbox"/>	<input checked="" type="checkbox"/> AX	Status	1	85	RH7 [REDACTED] ⇨ [REDACTED]		Monday, March 19, 2012	12:00 PM	02:00 PM	3/19/2012 2:00 PM
2	<input type="checkbox"/>	<input checked="" type="checkbox"/> AX	Status	2	89	HT [REDACTED] ⇨ [REDACTED]		Monday, March 19, 2012	12:00 AM	12:00 AM	3/19/2012 5:00 PM

[Refresh List](#)

**Scroll to the right to receive more information regarding the shipper's location and to view cost.**

## Updating the Shipment's Status

1. Once your driver has picked up freight from a shipper, update the status to **Proof of Pickup**.
  - a. Click the **Status** hyperlink associated with the order (below)

<a href="#">All Shipments: 2</a> <a href="#">Problems: 0</a> <a href="#">Today: 2</a> <a href="#">Tomorrow: 0</a> <a href="#">2 days: 0</a> <a href="#">3 days: 0</a> <a href="#">4 days: 0</a> <a href="#">5 days: 0</a> <a href="#">Future: 0</a> <a href="#">Un-Scheduled: 0</a>									
Pieces: 3 Actual Weight: 174									
Select	Flags	Status Entry	Pieces	Weight	BOL	Ship Name	Services	Expected Pickup	
1	<input type="checkbox"/>	<input checked="" type="checkbox"/> AX <a href="#">Status</a>	1	85	RH [REDACTED] >=	[REDACTED]		Monday, March 19, 2012	
2	<input type="checkbox"/>	<input checked="" type="checkbox"/> AX <a href="#">Status</a>	2	89	H7 [REDACTED] >=	[REDACTED]		Monday, March 19, 2012	

2. Click **Status** to update
3. Using the drop down, select the date (below)
4. Enter the **arrival and departure times** using military time including the colon
5. Enter your **name**

Status	Status Date	Status Arrival Time	Status Departure Time	Your Name/Notes
Proof of Pickup	12/12/2011 ▾	13:00	13:10	LMars
Effective 12-19-09 we require that an arrival and departure time be logged for all "Proof of Pickups" and "Proof of Deliveries"				
<input type="button" value="Save Status"/>		<a href="#">Back To Details</a>		

6. Click **Save Status**. You will now be able to view this BOL in the Transfers page.

**Tip:** You can use the hyperlinks at the top of each page (above) to identify how many shipments you have to take action on. For instance:

**All Shipments** indicates the total number of shipments for the specific page you're in, i.e. Pickups.

**Problems** indicate that special attention needs to be paid to these shipments.

**Today** counts all of today's shipments

**Tomorrow** counts all of tomorrow's shipments

**2,3,4 and 5 Days** alerts you to upcoming orders

**Futures** are all shipments beyond 5 days from now



## Transfers Page

This is where you will see orders that need to be dropped at the carrier.

1. Click **Transfer**
2. Click the **MAWB number** to get routing instructions
3. Right click on the routing instructions and select **Print**

Expected Pickup	Drop By
Vednesday, November 09, 2011	11/11/2011 12:00 AM
Friday, November 25, 2011	11/29/2011 12:00 AM
Monday, November 28, 2011	11/30/2011 12:00 AM
Friday, December 30, 2011	1/4/2012 12:00 AM
Friday, December 30, 2011	1/4/2012 12:00 AM
Tuesday, January 24, 2012	1/26/2012 12:00 AM
Thursday, February 16, 2012	2/20/2012 12:00 AM

4. Drivers **MUST** have routing instructions. It saves time and gives the carrier a place to sign off that denotes a change in custody of the freight.

**NOTE:** The **Drop By** date is your deadline. Freight must be dropped on or before this date. If the date is in red that means it is passed and the freight is now late. Drop it immediately. Yellow highlight means you must transfer freight today.

Ship Name	Services	Expected Pickup	Drop By -	MAWB ETD	MAWB
██████████		Friday, December 30, 2011	3/26/2012 12:00 AM	3/23/2012 3:06 PM	234681223
██████████		Monday, November 28, 2011	3/26/2012 12:00 AM	3/23/2012 11:30 AM	234681222

5. Click back to the Transfers page and click Status to update the shipment

Select	Flags	Status Entry	Pieces	Weight	BOL
1	<input type="checkbox"/>	Hold for Reroute Disposition	1	51	<a href="#">DH[REDACTED]</a>
2	<input type="checkbox"/>	Hold for Claims Disposition	3	1029	<a href="#">DH[REDACTED]</a>
3	<input type="checkbox"/>	<a href="#">Status</a>	1	64	<a href="#">DH[REDACTED]</a>
4	<input type="checkbox"/>	<a href="#">Status</a>	1	162	<a href="#">HE[REDACTED]</a>

6. Select the **date** from the drop down
7. Enter the (military) **time**
8. Enter your **name**
9. Click **Save Status** (below)

## Hold for Disposition

1. This screen shows any shipment waiting on disposition, whether originally refused from consignees or encountered damage. There is no action to take within this screen. It is more of an "FYI."

## Inbound Page

This screen shows all the freight you must recover from the carrier so you can make the final delivery.

1. Click **Inbound**

**NOTE:** The **ETA** column tells you when the freight is expected to be recovered. The **Carrier** column tells you which carrier will have possession of the freight. Some carriers deliver to your dock.

2. Click the **MAWB number** associated with the shipment
  - a. **Right click** on the consolidation manifest to print for your driver
3. Click a link under **ETA**
  - a. This takes you to the carrier's web page
4. Click the **back** button to return to the **Inbound** page
5. Click **Status**

6. Enter the date, time and your name (below)

Status	Status Date	Status Time	Your Name/Notes
Received From Carrier	3/22/2012 ▾	<input type="text"/>	<input type="text"/>
<a href="#">Save Status</a>	<a href="#">Back To Details</a>		

7. Click **Save Status**

- a. You will save all the information you entered and be able to view the shipment in either **Un-Scheduled Shipments** or **Scheduled Shipments**.

**NOTE:** All shipments must be updated within 2 hours of recovery.

NOTE: Towne Air will update our system automatically. If you see a shipment that you recovered from a day prior, and it is not updated, make sure to update it.

## Deluxing

Deluxing is a value-add service Manna offers its furniture customers. Deluxing means simple making simple, quick touch ups or minor repairs to furniture such as tightening hinges, rubbing out a shallow scratch, etc. If you are unaware of this service, contact our Procurement department. If a shipment requires deluxing, it will have a paintbrush icon in the Flags column.

Don't forget to update the Status link.

Step 1: Deluxing Acknowledgement

Orders that require deluxing are indicated by the brush icon in the Flags column (below).

- A. Under **Status Entry**, click **Acknowledge Deluxing** to indicate that you understand that deluxing will be performed on this piece.
- B. Make sure to enter the date and time, your name, and click **Save**.

**Menu**

[All Shipments:](#) 1 [Problems:](#) 1 [Today:](#) 0 [Tomorrow:](#) 0 [2 days:](#) 0 [3 days:](#) 0 [4 days:](#) 0 [5 days:](#) 0 [Future:](#) 0

Pieces: 4 Actual Weight: 620

Select	Flags	Status Entry	Pieces	Weight	BOL	MAWB
1		<a href="#">Acknowledge Deluxing</a>	4	620	H3 [REDACTED]	-> 3 [REDACTED]

[Refresh List](#) [Print Selected DRs](#) [Print All DRs](#)

C. Click **Print Deluxing Checklist** (below).

**Menu**

[All Shipments:](#) 1 [Problems:](#) 1 [Today:](#) 0 [Tomorrow:](#) 0 [2 days:](#) 0 [3 days:](#) 0 [4 days:](#) 0 [5 days:](#) 0 [Future:](#) 0

Pieces: 4 Actual Weight: 620

Expected PU/DL Date	BOL	Cons Name	Cons Addr1	Cons Addr2
01/14/2009 04:00 PM	H3 [REDACTED]	GC [REDACTED]	10 [REDACTED]	[REDACTED]

Status	Status Date	Status Time	Your Name/Notes
Deluxing Request Acknowledged	07/23/2008		

[Save Status](#)

[Print Deluxing Checklist](#)

Step 2: Enter Deluxing Complete Status

A. After completing the actual deluxing required to make the product deliverable click **Enter Deluxing Complete** under **Status** (below)

**Menu**

[All Shipments:](#) 1 [Problems:](#) 1 [Today:](#) 0 [Tomorrow:](#) 0 [2 days:](#) 0 [3 days:](#) 0 [4 days:](#) 0 [5 days:](#) 0 [Future:](#) 0

Pieces: 4 Actual Weight: 620

Deluxing Acknowledgement Saved.

Expected PU/DL Date	BOL	Cons Name	Cons Addr1	Cons Addr2	Cons City	Cons State	Co
01/14/2009 04:00 PM	H3 [REDACTED]	G [REDACTED]	10 [REDACTED]	C [REDACTED]	C [REDACTED]	[REDACTED]	60

Status	Status Date	Status Time	Your Name/Notes
Deluxing Completed	07/25/2008		

No damage to product nor missing items

Damage or missing items noted  [If damage noted click here to Enter Deluxing Exception in the Info tab](#)

[Save Status](#)

[Print Deluxing Checklist](#)

B. If there is no damage or missing items, enter the status date and your name

C. Click the button corresponding to **No damage or missing items** (below)



Status	Status Date	Status Time	Yc
Deluxing Completed	07/25/2008		
<b>No damage to product nor missing items</b>	<input checked="" type="radio"/>		
Damage or missing items noted	<input type="radio"/>		

[If damage noted click here to Enter Deluxing Exception in the info tab](#)

[Print Deluxing Checklist](#)

This is an example of the Deluxing Checklist. You may print this from the Documents or Deluxing Section of Clarity.

Deluxing Checklist for BOL # \_\_\_\_\_

**SIGN OFF FROM CARRIER:**

Good  List exceptions: \_\_\_\_\_

If applicable, were the feet or legs attached to the furniture Yes  No

**VISUAL INSPECTION OF PACKAGING:**

Packaging good, no external damage  If damage, piece # \_\_\_\_ of \_\_\_\_\_

Corners/edges crushed  Punctured  Has been opened  Wet packaging  Torn

Describe location (front, right, leg, drawer, etc.) and extent of damage: \_\_\_\_\_

Condition of internal packing \_\_\_\_\_ Corner protection \_\_\_\_\_

Tray/end cap \_\_\_\_\_ Type of wrap \_\_\_\_\_ Condition \_\_\_\_\_

Photos of Packaging Uploaded  \_\_\_\_\_

**CONDITION OF PRODUCT:**

Missing pieces  Piece # \_\_\_\_ of \_\_\_\_ . Broken glass  Piece # \_\_\_\_ of \_\_\_\_ . Bent parts  Piece # \_\_\_\_ of \_\_\_\_

Describe location (front, right, leg, drawer, etc.) and extent of damage \_\_\_\_\_

Photos of Product Uploaded  \_\_\_\_\_

**PRODUCT FINISH AND MATERIALS:**Ready for delivery Yes  No Color inconsistent Joints loose Defect in finish Paint/stain marks Product decay Finish damaged Internal decay Hardware loose Veneer cracked/lifting Wood split/broken Molding Loose Misaligned drawers Nails protruding Fabric torn Open seams Leather torn Poor alignment Fabric soiled Other 

Describe Location (front, right, leg, drawer, etc.) and extent of damage: \_\_\_\_\_

Deluxing Checklist for BOL # \_\_\_\_\_

**DESCRIBE TOUCH UP BELOW:**Touched up by agent  Notified Manna \_\_\_\_\_ Date \_\_\_\_\_Requires Furniture Tech Repair  Notified Manna \_\_\_\_\_ Date \_\_\_\_\_3<sup>rd</sup> party inspect not repairable  Notified Manna \_\_\_\_\_ Date \_\_\_\_\_Piece not received  Notified Manna \_\_\_\_\_ Date \_\_\_\_\_

Estimated cost of repair \$ \_\_\_\_\_ Notified Manna \_\_\_\_\_ Date \_\_\_\_\_

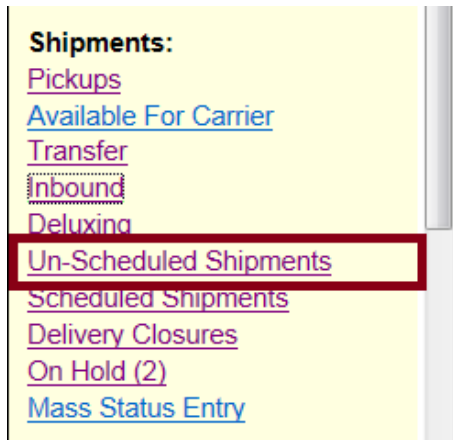
Repair complete  Notified Manna \_\_\_\_\_ Date \_\_\_\_\_Final inspection  Notified Manna \_\_\_\_\_ Date \_\_\_\_\_

\*\*\*Upload photos on Clarity of product when deluxing is complete. (See Deluxing Photo Process)

**Un-Scheduled Shipments**

This screen shows all shipments that are not yet scheduled. The information changes in real time and will update each time you refresh your browser. This screen does not require any status updates or any action by you *unless you have an agreement with Manna to schedule shipments.*

You can track shipments, print paperwork, and verify your costs. As shipments are scheduled they will move into the Scheduled Shipments page where you will update the Out for Delivery status of each shipment.



1. Click **Un-Scheduled Shipments**

**NOTE:** You can see expected delivery dates below. This should help you schedule equipment and manpower.

Select	Flags	Scheduling	Pieces	Weight	BOL	Cons Name	Services	Expected Delivery
1	<input type="checkbox"/>	No Permission to Schedule	1	45	H [REDACTED]	E [REDACTED]		Tuesday, February 21, 2012
2	<input type="checkbox"/>	No Permission to Schedule	67	1575	I [REDACTED]	C [REDACTED]		Monday, March 12, 2012
3	<input type="checkbox"/>	No Permission to Schedule	42	1000	I [REDACTED]	[REDACTED]		Tuesday, March 20, 2012
4	<input type="checkbox"/>	No Permission to Schedule	54	1290	H [REDACTED]	C [REDACTED]		Friday, March 23, 2012
5	<input type="checkbox"/>	No Permission to Schedule	47	1124	I [REDACTED]	[REDACTED]		Monday, March 26, 2012
6	<input type="checkbox"/>	No Permission to Schedule	29	691	I [REDACTED]	[REDACTED]		Monday, March 26, 2012

Manna's schedulers will be calling consignees to set up these deliveries.

**NOTE:** The Flags column (below) identifies some special action you may need to be aware of. We'll address all the flags that may appear in this column later in this manual. (For example: The football icon below means that the order must deliver in time for SuperBowl.)

All Shipments: 6 Problems: 0 Today: 1 Tomorrow: 0 2 days: 3 3 days: 0 4 days: 0  
 Pieces: 9 Actual Weight: 838

Select	Flags	Scheduling	Pieces	Weight	BOL
1		No Permission to Schedule	3	166	
2		No Permission to Schedule	2	210	
3		No Permission to Schedule	1	121	
4		No Permission to Schedule	1	92	
5		No Permission to Schedule	1	128	
6		No Permission to Schedule	1	121	

[Refresh List](#) [Print Selected DRs](#) [Print All DRs](#)

To track shipments:

1. Scroll right on your screen and click a hyperlink under MAWB ETA (below)

8 Today: 4 Tomorrow: 4 2 days: 7 3 days: 1 4 days: 0  
 11,191

Window Start	Window End	MAWB ETA
11:00 AM	04:00 PM	<a href="#">2/22/2012 9:00 AM</a>
11:00 AM	04:00 PM	<a href="#">2/27/2012 9:00 AM</a>
11:00 AM	04:00 PM	<a href="#">2/27/2012 8:00 AM</a>
11:00 AM	04:00 PM	<a href="#">2/29/2012 9:00 AM</a>
11:00 AM	04:00 PM	<a href="#">3/2/2012 9:00 AM</a>

2. Clicking the MAWB ETA number will take you to the carrier's website and provide you with detailed tracking information (see example next page).



3. Click the **Back** button to return to the **Un-Scheduled Shipments** page.
4. To print a delivery receipt, scroll right again
5. Click a hyperlink under **Print DR** (below)

Cons ZIP	Shipment Type	Agent	Agt Costs	Print DR	Miles
27235-9636	TP			<a href="#">Print DR</a>	14.4469
28613	WG			<a href="#">Print DR</a>	62.4105
27235	TP			<a href="#">Print DR</a>	14.4469

6. Right click the resulting page to print it for the driver

**NOTE:** The driver is responsible for filling in the date, arrival and departure times, and signing his name name. The consignee is responsible for filling out the delivery survey.

7. Click the **Back** button to return to Un-Scheduled Shipments
8. To print recovery paperwork needed at the carrier **click a link under the MAWB** header

[All Shipments:](#) 9 [Problems:](#) 4 [Today:](#) 0 [Tomorrow:](#) 0 [2 days:](#) 1 [3 days:](#) 0 [4 days:](#) 0 [5 days:](#) 1 [Future:](#) 3  
**Pieces:** 20 **Actual Weight:** 1,599

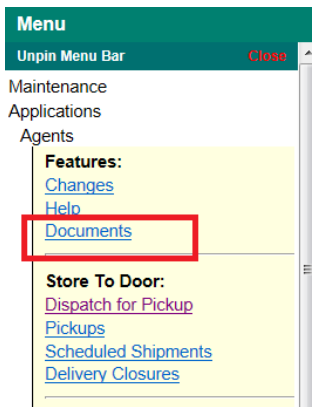
Services	Expected Delivery	Window Start	Window End	MAWB ETA	MAWB
	Tuesday, February 28, 2012	11:00 AM	04:00 PM	<a href="#">2/24/2012 4:00 PM</a>	2 [REDACTED]
	Friday, March 02, 2012	11:00 AM	04:00 PM	<a href="#">2/28/2012 2:00 PM</a>	4 [REDACTED]
	Friday, March 02, 2012	11:00 AM	04:00 PM	<a href="#">2/29/2012 11:00 AM</a>	23 [REDACTED]
	Tuesday, March 06, 2012	11:00 AM	04:00 PM	<a href="#">3/2/2012 4:00 PM</a>	23 [REDACTED]
	Friday, March 09, 2012	11:00 AM	04:00 PM	<a href="#">3/7/2012 11:00 AM</a>	23 [REDACTED]
	Monday, March 12, 2012	11:00 AM	04:00 PM	<a href="#">3/8/2012 4:00 PM</a>	23 [REDACTED]

9. Clicking brings up a copy of the MAWB consolidation manifest (next page)
10. Your driver must have a copy of this paperwork to present to the carrier. (See the **Basic Dock Recovery** process in the **Documents** section of Clarity).

11. Click the Back button to page

Next, verify costs. Here's how:

1. Click a hyperlink below
2. This will give you a



return to the Un-Scheduled Shipments

**Agent Costs** (below)

breakdown of costs, freight, fuel, etc.

[All Shipments:](#) 9 [Problems:](#) 4 [Today:](#) 0 [Tomorrow:](#) 0 [2 days:](#) 1 [3 days:](#) 0 [4 days:](#) 0

Pieces: 20 Actual Weight: 1,599

Cons State	Cons ZIP	Shipment Type	Agent	Agt Costs	Print DR
TX	75248	TP		26.00	<a href="#">Print DR</a>
TX	75230	WA		55.60	<a href="#">Print DR</a>

## Scheduled Shipments

This screen will display all scheduled shipments. This list will be updated as Manna schedules shipments from the **Un-scheduled Shipments** page. This screen is similar to the **Un-Schedule** screen as you can track shipments, print paperwork, and verify your costs. In addition you will update the **Out for Delivery** status the morning of the scheduled delivery.

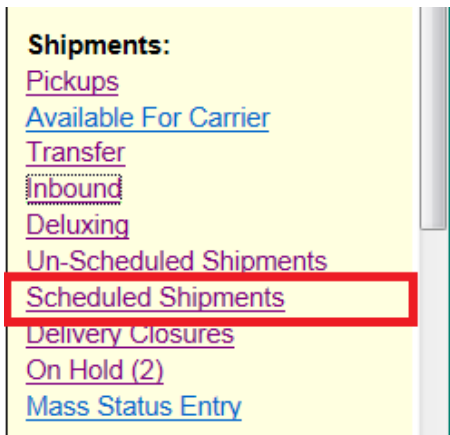


Fig. 12

Fig. 13

[All Shipments:](#) 39 [Problems:](#) 9 [Today:](#) 4 [Tomorrow:](#) 3 [2 days:](#) 4 [3 days:](#) 6 [4 days:](#) 6 [5 days:](#) 0 [Future:](#) 7

Pieces: 47 Actual Weight: 4,551

Cons State	Cons ZIP	Shipment Type	Agent	Agt Costs	Print DR	Miles	PO
------------	----------	---------------	-------	-----------	----------	-------	----

1. Click **Scheduled Shipments** (Fig. 12 above)

2. Use the upper menu bar (Fig. 13 above) to see shipments scheduled today, tomorrow, etc.
3. Drivers must be prepared for all deliveries with instructions and and paperwork. This is where you will find detailed information.
4. Click an icon in the **Flags** column (Fig. 14 below) to get information or assembly instructions.
5. Right click to print instructions and send them along with drivers.

Fig. 14

				<a href="#">Status</a>					
24	<input type="checkbox"/>			<a href="#">Status</a>	1	29	<a href="#">AD</a>		B2B
25	<input type="checkbox"/>			<a href="#">Status</a>	2	280	<a href="#">K</a>		THO
26	<input type="checkbox"/>			<a href="#">Status</a>	2	210	<a href="#">K</a>		Debi
27	<input type="checkbox"/>			<a href="#">Status</a>	1	155	<a href="#">K</a>		Kath
28	<input type="checkbox"/>			<a href="#">Status</a>	1	125	<a href="#">K</a>		Devi
29	<input type="checkbox"/>	AX		<a href="#">Status</a>	1	74	<a href="#">K</a>		Tany

6. To update a shipment as **Out for Delivery** click a hyperlink under **Status** (below)

All Shipments: 63 Problems: 3 Today: 0 Tomorrow: 14 2days: 29 3days: 4 4days: 6 5days: 0 Future: 7  
 Pieces: 92 Actual Weight: 9.334

Select	Flags	Status Entry	Pieces	Weight	BOL	Cons Name
1	<input type="checkbox"/>	<a href="#">Update Inbound Status</a>	1	85	<a href="#">[redacted]</a>	De [redacted]
2	<input checked="" type="checkbox"/>	<a href="#">Update Inbound Status</a>	3	301	<a href="#">[redacted]</a>	Cyr [redacted]
3	<input type="checkbox"/>	<a href="#">Status</a>	1	190	<a href="#">[redacted]</a>	Cyr [redacted]
4	<input type="checkbox"/>	<a href="#">Status</a>	3	157	<a href="#">[redacted]</a>	M [redacted]
5	<input type="checkbox"/>	<a href="#">Status</a>	2	217	<a href="#">[redacted]</a>	CU [redacted]
6	<input type="checkbox"/>	<a href="#">Status</a>	1	48	<a href="#">[redacted]</a>	T [redacted]
7	<input type="checkbox"/>	<a href="#">Status</a>	1	137	<a href="#">[redacted]</a>	R [redacted]
8	<input type="checkbox"/>	<a href="#">Status</a>	1	122	<a href="#">[redacted]</a>	M [redacted]
9	<input type="checkbox"/>	<a href="#">Status</a>	1	92	<a href="#">[redacted]</a>	T [redacted]
10	<input type="checkbox"/>	<a href="#">Status</a>	1	130	<a href="#">[redacted]</a>	W [redacted]

**NOTE:** All shipments going out for delivery must be updated by 08:00 a.m. local time on the day of the scheduled delivery.

7. The screen below will come up
8. Select the **date** from the drop down
9. Enter the (military) **time**, and your **name**
10. Click **Save Status**

[All Shipments:](#) 76 [Problems:](#) 3 [Today:](#) 0 [Tomorrow:](#) 33 [2 days:](#) 7 [3 days:](#) 12  
 Pieces: 109 Actual Weight: 12,083

Expected PU/DL Date	BOL	Cons Name	Cons Addr1	Co
03/09/2011 12:00 PM	H: [REDACTED]	J: [REDACTED]	1328 [REDACTED]	

Status	Status Date	Status Time	Your Name/Notes
Out for Delivery	3/9/2011 <input type="button" value="v"/>	<input type="text"/>	<input type="text"/>

[Back To Details](#)

**NOTE:** If you see a note of **Update Inbound Status** under the **Status Entry** column, the carrier has not been marked as Received from Carrier in the Inbound screen. Update this status on the Inbound page before you update the **Out for Delivery** status.

## Delivery Closures

This page lists all the shipments that need Proof of Delivery information.

**Shipments:**

- [Pickups](#)
- [Available For Carrier](#)
- [Transfer](#)
- [Inbound](#)
- [Deluxing](#)
- [Un-Scheduled Shipments](#)
- [Scheduled Shipments](#)
- [Delivery Closures](#)
- [On Hold \(2\)](#)
- [Mass Status Entry](#)

1. Click **Delivery Closures**
2. Click **Status** and the link allows you to enter the name of the consignee, the date and time that the delivery took place.

Status	Status Date	Status Arrival Time	Status Departure Time	Consignee Name/Notes
Proof of Delivery	3/5/2012			

Effective 12-19-09 we require that an arrival and departure time be logged for all "Proof of Pickups" and "Proof of Deliveries".

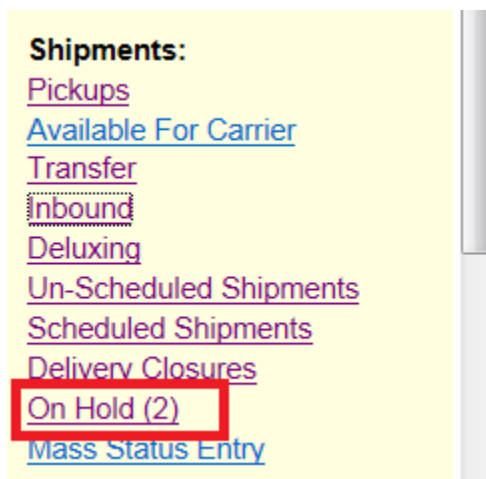
[Save Status](#) [Back To Details](#)

3. Click **Save Status**

**NOTE:** Call Manna with any exceptions. All proofs of deliveries must be updated by 10:00 a.m. the day following the delivery.

## On Hold Page

This shows any orders that have been placed on hold for a variety of reasons.



1. Click On Hold
2. This page will show any orders that have put On Hold for any reason. The order will return back to an active page once the issue has been resolved.

[All Shipments:](#) 3 [Problems:](#) 3 [Today:](#) 0 [Tomorrow:](#) 0 [2 days:](#) 0 [3 days:](#) 0 [4 days:](#) 0 [5 days:](#) 0 [Future:](#) 0

Pieces: 3 Actual Weight: 516

Select	Flags	Hold Type	Pieces	Weight	BOL	Cons Name
1	<input type="checkbox"/>	On Hold	1	256	H [REDACTED]	Rd [REDACTED]
2	<input type="checkbox"/>	<a href="#">Acknowledge Changes</a>	1	179	S [REDACTED]	D [REDACTED]
3	<input type="checkbox"/>	AX On Hold	1	81	DI [REDACTED]	DA [REDACTED]

[Refresh List](#) [Print Selected DRs](#) [Print All DRs](#)

**NOTE:** Once the issue has been resolved, the order will go back to an active screen. If you know a shipment is either on your dock or is inbound to you, but you do not see it in other Clarity pages, be sure to check here.

## Certification

This is a questionnaire the driver must complete before he is able to delivery a Last Mile Home brand shipment.

**Certifications**  
[Open Certificates](#)

**Imaging For:**

[Missing POD Images](#)  
[Missing POP/DTC Images](#)  
[Review POPL Images](#)

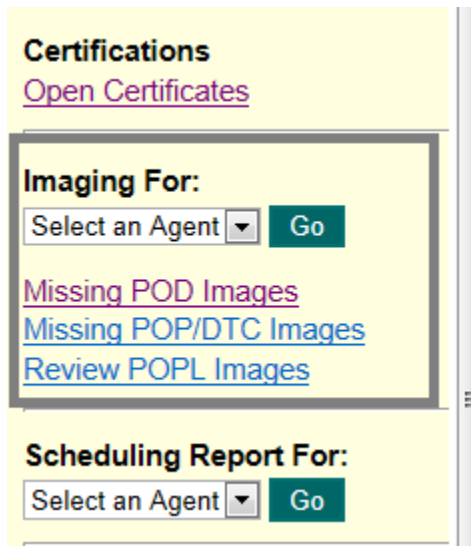
---

**Scheduling Report For:**

1. Click **Open Certificate**
2. Take the test under your agent name to become certified.
3. A Manna representative will confirm your certification.

## Imaging PODs and POPs

We attach images of Proofs of Delivery and Proofs of Pickup with BOLs and vendors play a role in imaging's efficiency.



The screenshot shows a web interface with a yellow background. At the top, it says "Certifications" in bold, followed by a link "Open Certificates" in purple. Below this is a section titled "Imaging For:" which contains a dropdown menu labeled "Select an Agent" and a green "Go" button. Underneath the "Imaging For:" section are three links: "Missing POD Images" in purple, "Missing POP/DTC Images" in blue, and "Review POPL Images" in blue. At the bottom of the screenshot is another section titled "Scheduling Report For:" which also contains a dropdown menu labeled "Select an Agent" and a green "Go" button.

1. Select an **Agent Account ID** from the drop down
2. Click **Go**



- Click **Upload Files** and the screen below appears. When you scan the documents in PDF format, you are able to scan as many documents as you would like. Clarity will separate each page into an individual line item. This is for PDF format only. All other file types need to be scanned one page at a time.

## File upload

[Back To Imaging Application](#)

Supported File Types.      \*.jpg, \*.pdf, \*.gif, \*.bmp, \*.tif, \*.png

- Enter the link where you have the PODs or POPs saved or select Browse to locate them on your computer (above).
- Click **Upload File**
- When the files are done uploading, return to the main page.
- Highlight the POD or POP to image

<a href="#">DOC000_5_Page1.pdf</a>	6/13/2012 8:46 AM	Page 1 of 1
<a href="#">DOC000_5_Page2.pdf</a>	6/13/2012 8:46 AM	Page 1 of 1
<a href="#">DOC000_5_Page3.pdf</a>	6/13/2012 8:46 AM	Page 1 of 1

BOL:       POD Name:   
 Image Type:       Date:   
 Arrive Time:  :   AM  PM  
 Depart Time:  :   AM  PM  
 Auto Archive:       Save Status:

8. Enter the BOL number

The screenshot shows a form with the following fields and options:

- BOL: [Text Input]
- POD Name: [Text Input]
- Date: [Text Input]
- Image Type: [Dropdown Menu] with options: Proof of Delivery (selected), Proof of Placement, Proof of Pickup, Delivered to Carrier, Damaged - Accepted, Damaged - Refused, Refused.
- Auto Archive: [Text Input]
- Arrive Time: [Text Input] : [Text Input] AM/PM
- Depart Time: [Text Input] : [Text Input] AM/PM
- Save Status:
- Buttons: Attach this image, Active, Upload Files

9. Select **Proof of Delivery, Proof of Placement, Proof of Pickup, Damage – Accepted, Damaged – Refused, or Refused** from the Image Type dropdown. If you mark Damaged – Refused, Damaged – Accepted, or Refused you will receive a New Service Log and have to enter in notes describing the reason for the damage and /or refusal. **Notify the appropriate Manna Operations personnel of the situation. They will advise next step for damage or refused freight.**

The screenshot shows the 'Enter New Service Log' form with the following details:

- Header: Enter New Service Log
- Type: [Dropdown Menu] set to Hand Off To MFS
- Notes: [Text Area]
- Button: Save Service Log

10. Check the **Auto Archive** box.
11. You must also enter the POD Name (consignee's name), POD date, arrival and departure times. Make sure the **Save Status** box is checked.
12. For two man deliveries, the questions must be answered, and click on **Save Questions**.

The screenshot shows a warning message and a questionnaire:

WARNING: This transaction already has the questions answered.  
By saving it, you may overwrite the existing answers.  
Questions for: Delivery Receipt Questions [BOL Tran H3132558]

1. Were 2 people present for your delivery?  
[Select a choice] [Dropdown Menu]

2. Was your product assembled?  
No [Dropdown Menu]

Button: Save Questions

13. Click **Attach This Image** and the POP or POD will attach.
14. Move on to the next POP or POD and repeat the steps. **Confirm image type**. It is very important to select the correct image type.
15. To confirm that the image has been attached, find the BOL in **Create Invoices**.

**NOTE:** In order for the BOL to go to the invoicing page, the image must be attached. You can confirm that the image has been attached by locating the BOL on the invoicing screen.

## Missing POD Images

This page shows the shipments that do not have Hard Copy POD images. Check this page to ensure that Manna has received the hard copies as requested by contract and on the notes on the delivery receipt itself. Once the hard copy exists in our system the order will immediately show up on the Online Invoicing screen.

**Certifications**  
[Open Certificates](#)

---

**Imaging For:**

**Missing POD Images** (highlighted with a red box)  
[Missing POP/DTC Images](#)  
[Review POPL Images](#)

---

**Scheduling Report For:**

Click **Missing POD Images**

**Hard Copy Pod's**

Total: 18

The Bills listed below have no hard copy evidence of POD status. Please fax hard copy to [\(877\)-295-5917](tel:877-295-5917) or [\(651\)-994-6580](tel:651-994-6580) in order to

[Clear Sort](#)

BOL	Shipment Type	Agent	Agent Costs	Cons Name
1	In-Store Basic Delivery (2-Person)		0.00	
2	In-Store Basic Delivery (2-Person)		350.00	
3	Business with Dock		15.00	
4	White Glove		0.00	
5	Threshold Plus		27.95	
6	Threshold Plus		27.95	
7	Threshold Plus		27.95	
8	Threshold Plus		43.47	

To remove the BOL from the above screen follow any of the steps below:

1. Image the POD
  - a. See **Imaging a POD or POPs** section
2. Once either you have imaged the order to the BOL it will be removed from this page.

## Missing POP or DTC

This screen shows all the shipments that do not have a Proof of Pickup or Delivered to Carrier image.

1. Click **Missing POP/DTC**

**NOTE:** Once either you have imaged the order to the BOL it will not appear on this page.

**Hard Copy PoP's and DTC's**

Total: 3

The Bills listed below have no hard copy evidence of Proof of Pickup(POP) or Deliver to Carrier(DTC) status. Please fax hard copy to [\(877\)-295-5917](tel:(877)-295-5917) in

[Clear Sort](#)

BOL	Shipment Type	Agent	Agent Costs	Ship Name	Schedule Date	Window Start	Window End	MAWB E
1	Threshold Plus		35.00		3/9/2012 4:00 PM	12:00 PM	04:00 PM	3/6/2012 8:
2	Whole Unit Exchange Return		10.00		2/29/2012 4:00 PM	11:00 AM	04:00 PM	3/6/2012 8:
3	Whole Unit Exchange Return		10.00		3/1/2012 12:00 PM	08:00 AM	12:00 PM	3/8/2012 9:

## Review POPL Images

Some of our vendors provide us with images of retail displays or fixtures placed on the store floor to demonstrate to customers that the freight has been properly located according to a planogram. Follow the image instruction to provide a Proof of Placement Photo.

**Certifications**  
[Open Certificates](#)

---

**Imaging For:**

[Missing POD Images](#)  
[Missing POP/DTC Images](#)  
[Review POPL Images](#)

---

**Scheduling Report For:**

## Scheduling Report

This option allows you to view the scheduling report that you normally get via fax.

**Certifications**  
[Open Certificates](#)

---

**Imaging For:**  
 Select an Agent

[Missing POD Images](#)  
[Missing POP/DTC Images](#)  
[Review POPL Images](#)

**Scheduling Report For:**  
 Select an Agent

1. Click the **drop down** menu to select the agent ID
2. Click **Go**
3. Right click to print

**NOTE:** The scheduling report is not completed until 15:15 each day, your local time. It can be viewed for preliminary information earlier in the day. Should anything happen to change this report after 15:15, Manna will call you to assure that the changes are acceptable.

Manna Distribution Services Scheduling Report				
Phone: <a href="tel:800-714-8334">800-714-8334</a> - POD Fax: <a href="tel:877-295-5917">877-295-5917</a>				
<b>Agent Name</b>	<b>Agent ID</b>	<b>Agent Phone</b>	<b>Agent Fax</b>	<b>Generated</b>
TEST AGENT FOR PROCUREMENT	MSPPROC		<a href="tel:651-994-6599">651-994-6599</a>	Mar 9 2012 8:43AM

## Invoicing

Online invoicing is available to all agents, allowing you to create an invoice in Clarity that goes directly to our Accounting department for immediate processing.

The charges shown in Clarity will be paid for as if the invoice had been received that day. (No more waiting for invoices to be mailed.)

1. Click **Create Invoices**

**Scheduling Report For:**  
 Select an Agent

**Invoicing:**  
[Create Invoices](#)  
[Invoicing Problems](#)

**Search History:**  
 Acct ID: Select an Account   
 Date Start: 02/14/2012  
 Date Stop: 03/16/2012

2. Check the box next to the shipments you want to invoice (first column)

Invoice	Manifest	Manifest Type	Med Req	BOL	Agent	Shipment Type
<input type="checkbox"/>	D10674375	DELIVERY	False	6/	HDL	White Glove Assembly
	Manifest Total:					
<input type="checkbox"/>	D10695346	DELIVERY	False	K1	HDL	White Glove Assembly
	Manifest Total:					
<input type="checkbox"/>	D10696130	DELIVERY	False	K1	HDL	White Glove Assembly
	Manifest Total:					

3. Scroll to the bottom of the screen to enter the invoice number

Inv#

**Invoice Number Must Be 10 Or Fewer Characters.**

4. Click Invoice **Selected Manifests ID** to send the invoice to Manna's Accounting Dept.

Next you will see a summary of what was invoiced. You may print invoices or view them in **Search History**.



**Search History:**  
 Acct ID: Select an Account ▾  
 Date Start: 05/28/2014  
 Date Stop: 06/28/2014  
 Go

---

**Quick Info**  
 Find BOL ▾  
 (BOL)  
 Go

1. Select the **Account ID**
2. Enter the **date range** you are searching
3. Click **Go**
4. Click any invoice number to view it



## Quick Info

Enter Manna's reference number to locate information for a BOL number.

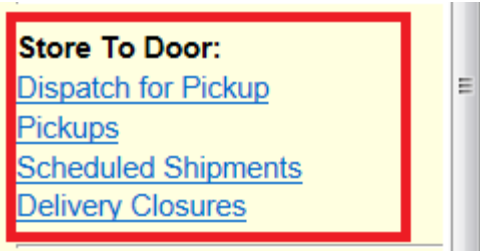
Below, see an example of the type of information available to you.

**Quick Info**  
 Find BOL ▾  
 Find BOL  
 Assembly Instructions  
 Costs  
 Print DR  
 Print Labels  
 Print Laser Labels  
 Print Laser Labels With Return  
 Schedule  
 Status

## Store-to-Door Service

NOTE: This section is for our Store-to-Door vendors only. If you want to learn more about this service please contact the Procurement department.

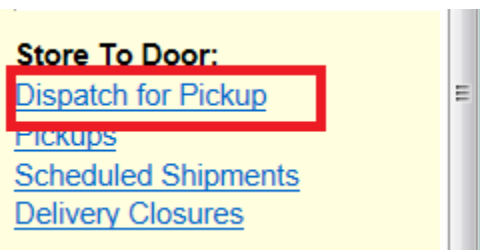
	Acct	Invoice	Inv Amt	Paid	Inv Date
1	██████████	87██████████	88.18	88.18	6/27/2014
2	██████████	██████████	10.00	10.00	6/27/2014
3	██████████	██████████	73.43	73.43	6/27/2014
4	██████████	██████████	140.05	140.05	6/27/2014



## Dispatch for Pickup

This page shows you the orders with available pickup dates as well as the scheduled delivery date and time window.

1. Click **Dispatch for Pickup**



Menu										
All Shipments: 1 Problems: 0 Today: 0 Tomorrow: 0 2 days: 0 3 days: 0 4 days: 0 5 days: 1 Future: 0										
Pieces: 1 Actual Weight:										
Select	Flags	Status Entry	Pieces	Weight	BOL	Cons Name	Ship Name			
1	<input type="checkbox"/>	Status	1	0	ZOWTEST123	->	TEST ORDER ONLY-STORE TO DOOR DOCK	TEST ORDER ONLY-STORE TO DOOR I		
<a href="#">Clear Sort</a>	<a href="#">Print Selected DRs</a>		<a href="#">Print All DRs</a>		<a href="#">Print Selected Laser Labels</a>		<a href="#">Print All Laser Labels</a>			

When an order has been dispatched for pickup from a store, the status must be changed.

1. Click **Status**
2. Enter the date, time and your name (below)
3. Click **Save Status**



Menu

All Shipments: 1 Problems: 0 Today: 0 Tomorrow: 0 2.days: 0 3.days: 0 4.days: 0 5.days: 1 Future: 0

Pieces: 1 Actual Weight:

Expected PU/DL Date	BOL	Cons Name	Cons Addr1	Cons Addr2	Cons City	Cons State	Cons ZIP	Cons Contact	Cons Phone	Ship Name
01/11/2010 06:00 PM	ZOWTEST123	TEST ORDER ONLY-STORE TO DOOR DOCK	TEST ONLY		TEST ONLY	MN	55120			TEST ORDER ONLY-STORE TO DOOR DOCK

Status	Status Date	Status Time	Your Name/Notes	Edit Pieces
Dispatched for Pick-Up	1/11/2010			1

Save Status Back To Details

## Pickups

Once you enter the Dispatched for Pickup status, the order will appear on the Pickups page.



When the order has been pick up, be sure to update the status.

Menu

All Shipments: 1 Problems: 0 Today: 0 Tomorrow: 0 2.days: 0 3.days: 0 4.days: 0 5.days: 1 Future: 0

Pieces: 1 Actual Weight:

Select	Flags	Status Entry	Pieces	Weight	BOL	Cons Name	Ship Name	First Available
1	<input type="checkbox"/>	Status	1	0	ZOWTEST123	TEST ORDER ONLY-STORE TO DOOR DOCK	TEST ORDER ONLY-STORE TO DOOR DOCK	Monday, January

Clear Sort Print Selected DRs Print All DRs Print Selected Laser Labels Print All Laser Labels

1. Click **Status**
2. Enter the **date, arrival and departure times, and your name** (below)
3. Click **Save Status**

Menu

All Shipments: 1 Problems: 0 Today: 0 Tomorrow: 0 2.days: 0 3.days: 0 4.days: 0 5.days: 1 Future: 0

Pieces: 1 Actual Weight:

Expected PU/DL Date	BOL	Cons Name	Cons Addr1	Cons Addr2	Cons City	Cons State
01/11/2010 06:00 PM	ZOWTEST123	TEST ORDER ONLY-STORE TO DOOR DOCK	TEST ONLY		TEST ONLY	MN

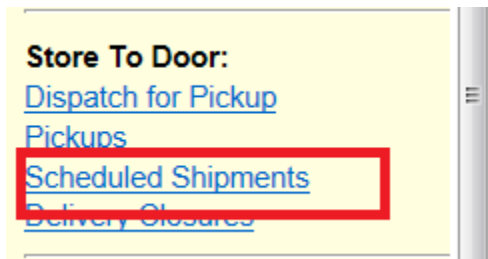
Status	Status Date	Status Arrival Time	Status Departure Time	Your Name/Notes	Edit Pieces
Proof of Pickup	1/11/2010				1

Effective 12-19-09 we require that an arrival and departure time be logged for all "Proof of Pickups" and "Proof of Deliveries".

Save Status Back To Details

## Scheduled Shipments

Once you have updated Pickups, you will be able to view the shipment in Scheduled Shipments.



**Menu**

All Shipments: 1 Problems: 0 Today: 0 Tomorrow: 0 2 days: 0 3 days: 0 4 days: 0 5 days: 0 Future: 1

Pieces: 1 Actual Weight:

Select	Flags	Status Entry	Pieces	Weight	BOL	Cons Name	Sc
1	<input type="checkbox"/>	Status	1	0	ZOWTEST123	TEST ORDER ONLY-STORE TO DOOR DOCK	Wednesda

[Clear Sort](#) [Print Selected DRs](#) [Print All DRs](#)

## Out for Delivery Status

Be sure to update the **Out for Delivery** status daily by 08:00 your local time, so we don't have to call your office. It's easy and efficient for both of us.

**Menu**

All Shipments: 1 Problems: 0 Today: 0 Tomorrow: 0 2 days: 0 3 days: 0 4 days: 0 5 days: 0 Future: 1

Pieces: 1 Actual Weight:

Expected PU/DL Date	BOL	Cons Name	Cons Addr1	Cons Addr2	Cons City	Cons State	Cons ZIP	Cons
01/13/2010 12:00 PM	ZOWTEST123	TEST ORDER ONLY-STORE TO DOOR DOCK	TEST ONLY		TEST ONLY	MN	55120	

Status	Status Date	Status Time	Your Name/Notes
Out for Delivery	1/5/2010		

[Save Status](#) [Back To Details](#)

1. Click **Status**
2. Enter the date, time, and your name
3. Click **Save Status**

## Delivery Closures

Now the order will be viewable on the Delivery Closures page



Select	Flags	Status Entry	Pieces	Weight	BOL	Cons Name	Ship Name
1	<input type="checkbox"/>	<a href="#">Status</a>	1	0	<a href="#">ZOWTEST123</a>	TEST ORDER ONLY-STORE TO DOOR DOCK	TEST ORDER ONLY-STORE TO DOOR DOCK

[Clear Sort](#)   [Print Selected DRs](#)   [Print All DRs](#)

Once the delivery has been completed and you have **Proof of Delivery** update the status.

Expected PU/DL Date	BOL	Cons Name	Cons Addr1	Cons Addr2	Cons City	Cons State
01/13/2010 12:00 PM	<a href="#">ZOWTEST123</a>	TEST ORDER ONLY-STORE TO DOOR DOCK	TEST ONLY	TEST ONLY	TEST ONLY	TEST ONLY

Status	Status Date	Status Arrival Time	Status Departure Time	Consignee Name/Notes
Proof of Delivery	1/6/2010			

Effective 12-19-09 we require that an arrival and departure time be logged for all "Proof of Pickups" and "Proof of Deliveries".

[Save Status](#)   [Back To Details](#)

1. Click **Status**
2. Enter the **date, arrival and departure times**, and **your name**
3. Click **Save Status**

## FAQs

### How do I see shipments coming into me and by which carrier?

View all inbound shipments on the Inbound page and identified by the carrier with an ETA

### How do I update status?

Click on the Status link on the Pickups, Inbound, Transfer, Scheduled Shipment or Delivery Closure pages. Enter the date, times, and names and then click Save Status.

### How do I bill Manna for a delivery?

Click Create Invoicing. Click in the box next to the shipment you want to invoice, go to the bottom of the screen and put in your invoice number. Then click Invoice Selected Manifests ID to send the invoice to our Accounting dept. Next you will see a summary of what was invoiced on that invoice. You may print this.

### Where do I go if I have a question regarding a shipment?

Contact a Manna Procurement representative at 877-626-6249 or email [Procure@manna.com](mailto:Procure@manna.com).

### What do I do if my driver is running late?

Call Manna at 877-626-6249 as soon as you can so we can contact the consignee.

### What does the splash screen information mean to me?

This screen will give you your on-time percentage, reschedule percentages, and return failure for the last 60 days. Click the colored blocks to see a detailed list of shipments with BOL numbers, schedule date, POD date, minutes late, and rescheduled.

### I can't find the POD; how do I invoice Manna?

Send a paper invoice via US mail.

### How can I tell if I have already invoiced something?

Go to the bottom of the page and you will see Quick Info section. Enter the Manna BOL number and click Find BOL and it will show you the invoice number, if it has been invoiced. If it has not been invoiced, it will show you what page you can find the shipment on. If **No Sections Available for this BOL** call us at 877-626-6249.

### Clarity shows my shipment was late, but I delivered it on time. What should I do?

Call Manna Customer Service and explain the situation.

### How do I add a new user for my company?

Click Maintenance under the Menu bar. Then click on Users. Click Add New User under Sub Users. Enter all the information requested, and enter your current password when you log in to Clarity. Once you do that, the new user will receive an email from MFS with a link to set up a password.

### If I have several different IDs, how can I tell what the On Time Percentage is for each ID?

If you click on the colored bar below On-Time Percentage you will see the agent ID and can sort this page by clicking on the column header.

## Additional Information



### Notes/Handoff Notes

It is possible to send a note to Manna to record conversations with Manna personnel. This information will be attached to a specific shipment and be recorded in our internal tracking program. It is imperative that when you put a note in the Agent Page that you call Manna Distributions and put in the person's name that you advised of the issue in the notes you send to us.

## Flags and Icons

Shown below are only 2 of the possible icons you may see in Clarity's Flags column. These icons are intended to draw your attention to a requirement for some action on your part.


Please be familiar with the list of icons and what is required of you for each one.


	Select	Flags	Status Entry	Pieces	Weight	BOL
1	<input type="checkbox"/>		<a href="#">Status</a>	2	165	H: [REDACTED]
2	<input type="checkbox"/>		<a href="#">Status</a>	1	134	H: [REDACTED]


**Hot Flag:** (*HOT*) When you see the letters **HOT** in the Flags column it means that the customer has requested delivery on a specific day. Any shipment with this flag must be attempted on the expected delivery date regardless whether contact has been made with the consignee.


**AX Flag:** (AX) "AX" in the Flags column denotes that a shipment is an **advanced exchange**. You will be delivering a new unit and picking up the old one from the consignee and packaging it for return in the new unit's packaging materials. The returned shipment needs to be treated with the same care as if it were a brand new unit.

**Tree:**  Must deliver by Christmas Day.

**Football:**  This flag means this shipment must arrive before the Super Bowl.

**Clock:**  Denotes shorter delivery window than the standard 4 hour window.

**Wrench:**  Indicates vendor instructions for the assembly of this shipment. Click the wrench to view and print the instructions and make sure your driver has a copy with him at the time of delivery.

**Paint Brush:**  Usually for a furniture delivery. You must complete the deluxing checklist for this shipment. Click the paint brush for instructions. Review the **Deluxing** section of this manual.

**Star:**  Indicates unacknowledged notes for this shipment.

**Telephone:**  Quality Compliance Call needs to be done.

**Box:**  Box inspection needs to be completed.